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# SAFETY QMB

Aircraft Maintenance  
Human Factors PAT

**Recommendations from  
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Hardee  
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# Recommendations

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- **Implement Ground Crew Coordination Training (GCT)**
- **Implement maintenance oriented Operational Risk Management (ORM)**
- **Enhance Mishap Investigation and Reporting**
- **Improve Maintenance Personnel Management**



# Recommendations

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- **Implement Organizational Assessment Survey and Decision Support Tools**
- **PAT Membership**
  - **CNAP/CNAL N452**
  - **CNAP/CNAL N422C**
  - **CNAP/CNAL N422F**
  - **NPS**
  - **CNSC**
  - **CNET**
  - **CNAP 1094 (Reserve component attached to N422)**



# Future Direction

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- **PAT chartered to provide POAM for:**
  - **resources to implement stated recommendations**
  - **continue to seek new methods of maintenance error reduction**
  - **continued benchmarking with and contributing to the commercial aviation industry**



# Recommendations

- **Operational Risk Management**

Seamless imbedding of ORM to yield change in paradigm by:

- Instituting maintenance oriented ORM in maintenance policy
- OPNAV, TYCOM and TYPEWING policy and instructions
- Imbed ORM in AMTCS and FASO courses
- Formalize maintenance oriented ORM in NAMTRA and local squadron training, such as GCT

- **Ground Crew Coordination Training**

- Course developed by Aviation Safety School @ NPS
- Best intervention strategy
- Implement within NAMTRA & WING training curricula
- Tailor and target senior enlisted personnel
- Tailor for entry level in core & strand training



# Recommendations

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- **Mishap Investigation and Reporting**
  - Modify current OPNAV 3750 mishap investigative procedures to include detail capture of maintenance human factors
  - Enhance HFACS model for applicability to Maintenance Crews and Maintenance Operations
- **Maintenance Personnel Management**
  - Increase close-loop detailing of T/M/S community expertise
  - Assure assignment of experienced and trained personnel to appropriate T/M/S
  - Type Wing maintenance/manpower staff to retain most experienced personnel within community



# Recommendations

- **Organizational Assessment Survey (OAS) & Decision Support Tools**

- **Implement OAS as decision support tool/indicator for safety climate assessment at squadron level**
- **Survey in final development by NPS; implemented within VR community**